

## Practical assignment 2.3

### *Providing support for acceptance tests*

#### Activities

Studying the test plan for the acceptance test  
Carrying out the acceptance test  
Noting and interpreting findings  
Offering support in the execution of the acceptance tests  
Offering a contribution to the drawing up of training courses designed for the target group  
Explaining training courses

Qualification dossier	ICT management 2007 - 2008
Position	ICT Manager
Core task 2	Implementing (parts of) information systems
Work process 2.3	Providing support for acceptance tests



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#### Activities

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## Introduction

In practical assignment 2.3, on the basis of an acceptance test plan set up earlier you are going to offer support in the execution of acceptance tests and in setting up a training course.

In this practical assignment *Providing support for acceptance tests* you will find the following components:

- an overview of the qualification dossier (QD);
- assignments;
- support in the assignments:
  - *questions;*
  - *the step-by-step plan that you can use in preparing and carrying out the assignments;*
  - *tips carrying out the assignments.*

## Overview of the qualification dossier

### ICT management

Core task Work process	ICT Manager	Network Manager
<b>1 Developing (parts of) information systems</b>		
1.1 Determining the information needs	x	x
1.2 Producing a design for (part of) an information system	x	x
1.3 Drawing up a plan of action	x	x
1.4 Creating a test environment	x	x
<b>2 Implementing (parts of) information systems</b>		
2.1 Drawing up an implementation plan	x	x
2.2 Carrying out an implementation plan	x	x
2.3 Providing support for acceptance tests	x	x
2.4 Evaluating an implementation	x	x
<b>3 Managing (parts of) information systems</b>		
3.1 Preventing disruptions / malfunctions	x	x
3.2 Localizing and remedying disruptions / malfunctions	x	x
3.3 Dealing with and rounding off incidents reported	x	
3.4 Drawing up and monitoring procedures	x	x
<b>4 Setting up and organizing a service desk</b>		
4.1 Making a service desk operational	x	
4.2 Managing a service desk	x	
4.3 Drawing up users' instructions	x	

**Activities**

- ▶ Studying the test plan for the acceptance test
- ▶ Carrying out the acceptance test
- ▶ Noting and interpreting findings
- ▶ Offering support in the execution of the acceptance tests
- ▶ Offering a contribution to the drawing up of training courses designed for the target group
- ▶ Explaining training courses

**Assignment 1:****Providing support for acceptance tests**

In this assignment, on the basis of an acceptance test plan set up earlier you will offer support in the execution of acceptance tests and in setting up a training course.

In this phase of the new system being put into operation, it is of great importance that any dissatisfaction resulting from a lack of information on the part of the user or from imperfections in the system are dealt with as quickly as possible.

For this reason, the obvious presence of the relevant expert assistance (this being you) is of great importance. It is not just that you should be present so that users can approach you with questions, this phase also demands that you have a proactive attitude.

Ask the various users for their findings, help them to go through a “quick reference guide” if available, otherwise help them by running through the various possibilities available with the new system.

Create an overview of all problems that may occur and/or of any questions that may arise. Use all this in setting up a training course.

Support in the assignments



## Questions

You can use these questions in preparing the assignments. The subjects will come up again in the review discussions with your practical tutor.

1. You might be confronted with all sorts of matters that make it difficult to carry out your assignment well. These could be what the work actually involves (for example dealing with confidential information), contacts with others (colleagues, clients) and the circumstances under which you have to work (for example working against the clock). What plays a role in your work situation, and how do you deal with it?  
Wat speelt in jouw werksituatie een rol en hoe ga je daarmee om?
2. Are there in the organization procedures available for acceptance tests and training programmes?
3. Is there experience in the organization with acceptance tests and training programmes?
4. When can you - and how should you - approach the various users groups in the organization?
5. What materials are available for training and support?



## Step-by-step plan

You can refer to this step-by step plan when preparing and carrying out the tasks required for this practical assignment.

- Step 1 Study the acceptance test plan.
- Step 2 Familiarize yourself with all the ins and outs of the various workplaces.
- Step 3 Make sure that your presence is evident on the workplace, and project an attitude of helpfulness.
- Step 4 Discuss with the users what has changed in the new situation.
- Step 5 If necessary, give information about the use of the new information system.
- Step 6 Give the users instructions on the test procedure to be followed, as described in the acceptance test plan.
- Step 7 Indicate to the users the importance of disciplined adherence to the security procedure.
- Step 8 Collect the opinions and questions concerning the new system and the problems that have arisen.
- Step 9 Use this information for drawing up a training programme and for formulating improvements for the new system.
- Step 10 Discuss this training programme with your in-house mentor.

## Support in the assignments



### Tips

- Stay customer-friendly under all circumstances.
- Do not tell people how they should do their work, but instead tell them how the new software and/or hardware can help them in their work.
- Be aware of the advantages – but also the disadvantages – of the new system.
- Be honest about any disadvantages (the possible need to make an extra mouse click), but emphasize the advantages.
- There are always those who will complain, for whom anything new is always “bad news”. Accept this, do not enter into discussion about it, but remain polite.